

Part 573 Safety Recall Report

21V-273

Manufacturer Name : Volvo Car USA, LLC**Submission Date :** MAY 11, 2021**NHTSA Recall No. :** 21V-273**Manufacturer Recall No. :** R10093**Manufacturer Information :**

Manufacturer Name : Volvo Car USA, LLC

Address : 270 Three Point Drive
Ridgeville SC 29472

Company phone : 201-768-7300

Population :

Number of potentially involved : 162

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2016-2020 VOLVO XC90 Excellence

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Only concern vehicles XC90 Excellence, 4-seater car equipped with a rear seat control display. 162 VINS.

Production Dates : FEB 26, 2015 - MAY 18, 2020

VIN Range 1 : Begin : YV1LFBAD5G1000700 End : YV1LTBRMDL1621884 Not sequential**Description of Defect :**

Description of the Defect : Volvo Cars investigations have identified that there is a risk of liquid/droplets on the rear seat control display that maintains the signal to the display and can be perceived by the system as a "constant" touch. There is a risk that the liquid or droplets present on the rear seat control display may result in that the selected operation for front passenger seat is engaged until the end position.

It may not be possible to re-engage the control display by using the display if liquid is still present. Operation may be revoked from front seat control.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In a worst-case scenario this may, for the rear seat passenger, trapping and/or injuries before the front seat stops or when it comes to its end position.

Description of the Cause : Rear seat control display has capacitive touch: The presence of liquid on the surface of the control display may result in a false detection of "constant" touch, due to the capacitive nature of the touch-sensing mechanism. Capacitive touch sensing is based on a local measurement of capacitance at the display surface. When a wet human finger, or a specific amount of liquid in the

form of droplets or splash of liquid, is in contact with this surface, the local capacitance changes and is thus detected as a touch signal throughout the duration of the presence of the finger or the liquid.
Liquid or droplets present on control display may result in that the selected operation for front seat is engaged until end position.

Identification of Any Warning NR
that can Occur :

Involved Components :

Component Name 1 : Software

Component Description : Software for rear seat display touch buttons

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : Volvo Car Corporation

Address : Gunnar Engellaus Vag 8
Gothenburg Foreign States 418 78

Country : Sweden

Chronology :

2020-09-30 – Vehicle report received.

2021-03-02 – Customer complaint via Volvo Customer support.

2021-03-09 – Start technical investigation.

2021-04-14 - Condition considered as Critical by CCMT*.

2021-04-14 – Start preparation CCMT for a QBR.

2021-04-21 Field Action decision by Volvo Car Corporation.

2021-04-21 – Continue preparation and documentation sent to authorities.

2021-04-21 – Implementation in US

2021-04-29 – Global implementation date.

Condition detected by? (market VR**, internal, inspection, testing) -Market

Number of VR with the condition, reported to Volvo Cars from NSC? 1

Total number of cars included in VRs concerning the condition? 1

*Critical Concern Management Team, ** vehicle reports

Description of Remedy :

Description of Remedy Program : To remedy the concerned vehicles Volvo Cars needs to update the software for the rear seat control display. Remove the possibility for “long activation of rear seat display touch buttons” by updating the software in the control display. New software with maximum activation time around 2 seconds. The repair is free of charge to all customers.

How Remedy Component Differs from Recalled Component : Remove the possibility for “long activation of rear seat display touch buttons” by updating the software in the control display. New software with maximum activation time around 2 seconds.

Identify How/When Recall Condition was Corrected in Production : Concerned vehicles were certain 2016 – 2020 models and no longer in production of XC90 "Excellence" models.

Recall Schedule :

Description of Recall Schedule : REMEDY NOTICES

Planned Dealer Notification Date : APR 21, 2021 - APR 21, 2021

Planned Owner Notification Date : JUN 18, 2021 - JUN 18, 2021

* NR - Not Reported